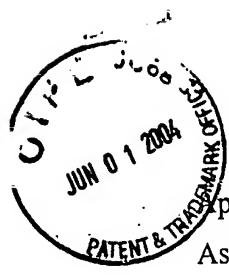


IPW



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Ezra U. Pagel, Daniel N. Duncan, Thomas Miller
Assignee: Austin Logistics Incorporated
Title: System and Method for Updating Contact Records
Serial No.: 10/776,775 Filed: February 9, 2004
Examiner: Unknown Group Art Unit: 2642
Docket No.: ALI040001 Customer No.: 33438

Austin, Texas
May 25, 2004

COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

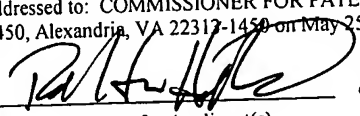
Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, Applicants wish to call the following documents to the attention of the Examiner.

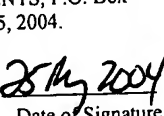
A PTO form 1449 listing these documents is enclosed.

Citation of the above documents shall not be construed as:


1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made, other than as described above; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

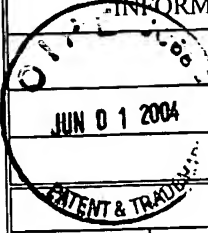
I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: COMMISSIONER FOR PATENTS, P.O. Box 1450, Alexandria, VA 22313-1450 on May 25, 2004.


Attorney for Applicant(s)


Date of Signature

Respectfully submitted,


Robert W. Holland
Attorney for Applicant(s)
Reg. No. 40,020

U.S. Department of Commerce, Patent and Trademark Office					Attorney Docket No.		Serial No.	
					ALI04001		10/776,775	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicant(s)			
(Use several sheets if necessary)					Ezra U. Pagel et al.			
					Filing Date		Group	
					February 9, 2004		2642	
U.S. Patent Documents								
Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	4,881,261	Nov. 15, 1989	Oliphant et al.	379	215	Jun. 29, 1988	
	AB	5,040,208	Aug. 13, 1991	Jolissaint	379	201	Aug. 13, 1991	
	AC	5,185,782	Feb. 9, 1993	Srinivasan	379	67	Feb. 8, 1991	
	AD	5,335,269	Aug. 2, 1994	Steinlicht	379	266	Mar. 12, 1992	
	AE	5,627,884	May 6, 1997	Williams et al.	379	88	Jun. 26, 1995	
	AF	5,742,674	April 21, 1998	Jain et al.	379	209	Dec. 22, 1995	
	AG	5,838,682	Nov. 17, 1998	Dekelbaum et al.	370	401	Nov. 28, 1995	
	AH	5,946,386	Aug. 31, 1999	Rogers et al.	379	265	Mar. 11, 1996	
	AI	6,002,760	Dec. 14, 1999	Gisby	379	266	Feb. 17, 1998	
	AJ	6,088,444	Jul. 11, 2000	Walker et al.	379	266	Apr. 11, 1997	
	AK	6,154,530	Nov. 28, 2000	Letellier	379	142	Mar. 25, 1998	
Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL						<input type="checkbox"/>	<input type="checkbox"/>
	AM						<input type="checkbox"/>	<input type="checkbox"/>
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AN	Lucent's CentreVu® Advocate SM white paper; Lucent's CentreVu Advocate, Breakthrough Solutions for Your Success"; Lucent Technologies 1999						
	AO	CentreVu® Advocate SM Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies 1999						
	AP	CentreVu® Advocate; "Power Call Center Routing that Leaves <i>Nothing</i> to Chance"; Lucent Technologies 1998						
	AQ	Foster, Robin Harris and De Reyt, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; The Journal of the Institution of British Telecommunication Engineers, Volume 18, Part 2, pages 180-184 1999						
	AR	"C@ll Center Solutions - 1998 Product of the Year"; http://www.praxon.com/news/art_2-99prodofyear.htm						
	AS	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; http://www.tmcnet.com/articles/0199/ctipoty98.htm						
Examiner				Date Considered				
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>								